



Last Updated: 03/09/2022

Termination of the MEDALLION PCCM Program — Effective April 30, 2012

Effective April 30, 2012, the Department of Medical Assistance Services (DMAS) ended the MEDALLION Primary Care Case Management (PCCM) Program as a result of the entry of Managed Care Organizations for the Medicaid/FAMIS programs in the far Southwest area of the Commonwealth. The goals of the MEDALLION program were to control the Commonwealth's escalating health care costs that included: enhancing access to care; improving quality of care; providing for the continuity of care through the "medical home" concept; promoting patient compliance and responsibility when accessing medical care; and increasing physician participation in the program. It was also developed as a precursor to Managed Care Organizations (MCOs).

With the end of the MEDALLION PCCM program, **the Department will withdraw electronic and printable copies of the MEDALLION provider manual from the Virginia Medicaid Web Portal at www.virginiamedicaid.dmas.virginia.gov**, effective July 1, 2012. This is to coincide with the entry of MCOs into the far Southwest area of the Commonwealth whereby all Medicaid managed care eligible individuals that were formerly enrolled in the MEDALLION PCCM program will be enrolled in one of six (6) contracted MCOs.

DMAS would like to thank all the providers who participated in the MEDALLION PCCM program.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800- 884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31,



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2011 at <http://dmas.kepro.org/>.

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ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions - Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.